



## Terms of Reference

### External Evaluation of Amna Programme: Community Partnership Jordan & Lebanon

*June 2024 to June 2026*

#### 1. Who we are

Founded in 2016, Amna (Refugee Healing Network CIO) is dedicated to building community capacity for healing. Amna's vision is a world where refugees can determine their futures unbounded by the impacts of conflict and displacement. We achieve this by partnering with community organisations worldwide, offering innovative, refugee-led approaches to community-based psychosocial care. Our proven model focuses on non-clinical interventions, establishing safe spaces where communities can heal collectively. Grounded in success, our approach prioritizes physical and emotional safety, using movement, storytelling, mindfulness, and art to address grief, chronic stress, and symptoms of trauma. Facilitated by trained professionals, our programmes promote joy, belonging, and emotional safety, enabling participants to navigate the challenges of conflict and displacement through meaningful connections.

We challenge the dehumanisation of those affected by war and displacement and combat the perception that suffering is inevitable. We also address the top-down humanitarian paradigm dominated by large INGOs, offering a more inclusive and participatory approach to aid delivery.

#### 2. Background

Lebanon and Jordan are two countries that host some of the highest number of refugees per capita. With approximately 1.5 million Syrian refugees in Lebanon and over 730,000 refugees in Jordan, alongside significant portions of their host country populations living below the poverty line, communities face significant challenges. Many struggle to access necessities like healthcare and education, relying heavily on humanitarian aid. This situation has led to chronic stress and trauma, especially among children, impacting mental health across generations. Mental health issues such as depression, anxiety, and post-traumatic stress disorder are prevalent among displaced individuals, compounded by hostile environments and discrimination. Comprehensive mental health and psychosocial support interventions are essential to address these long-term consequences and support vulnerable communities in both countries.

#### 3. Amna's approach

Amna adopts a community-based approach to mental health and psychosocial support (MHPSS) in Lebanon and Jordan, focusing on partnering with local organisations to deliver quality services to refugees, displaced individuals, and vulnerable populations. Our programmes, developed by mental health professionals and people who have become refugees, centre solidarity, joy, and belonging as tools for healing. Combining evidence-based practices with cultural traditions, such as rhythm, movement, and storytelling. Amna collaborates with and trains community partners to co-create culturally responsive programmes that emphasise community ownership.

Amna's programmes have been evaluated by institutions including the Harvard School of Public Health, the University of Chicago and the University of Virginia's Humanitarian Collaborative. With successful initiatives in various countries, including Europe, the Balkans, and Pakistan, Amna's methodology has been recognised as best practice by organisations such as UNESCO and the Nurturing Care Framework. Amna's Jordan and Lebanon Community Partnership Programme will take place over 24 months, during which time Amna will provide funding, training and development support to 10 organisations working with refugees, displaced and vulnerable host communities to set up or deepen their service provision to include safe therapeutically informed collective healing spaces.

#### 4. Objective of the evaluation

The purpose of the evaluation is to provide an independent assessment of the effectiveness of Amna's community partnership programme in Jordan and Lebanon.

As Amna does not have a constant presence in both targeted countries, the evaluation team will act to:

1. Provide an independent assessment of the effectiveness of Amna's community partnership programme in Jordan and Lebanon.
2. Visit and observe partner programme activities during the implementation period and provide update reports to Amna's team.

The overall tasks of the programme evaluation include:

1. Attending a minimum of two days of training per training week provided by Amna to the partners. (Lead evaluators are encouraged to attend a minimum of one full training week to understand Amna's approach).
2. Using Amna's Logframe, conduct in-field partner observations, to understand partner implementation in practice and share findings with Amna to support Amna's iterative training development.
3. Provide an independent, systematic, assessment of the achievements, results, strengths, and weaknesses of Amna's community partnership programme according to its intended impacts.
4. Identify and document lessons learned, good practices, and areas for development for Amna and its partners in Jordan and Lebanon and offer recommendations for Amna's Community Partnership Programme in different contexts.
5. Assess the extent to which services provided by Amna's partners adhere to Amna's safeguarding policy and are accessible and inclusive for all members of displaced communities, regardless of gender, disabilities, or other demographic factors.

#### 5. Methodology

The evaluation team is responsible for the overall methodological approach and end-of-project evaluation ensuring it meets Amna's requirements. The end-of project evaluation should use a participatory approach, engaging relevant staff at Amna, Amna partners, stakeholders, and targeted communities. Both quantitative and qualitative data should be utilised. The implementation, monitoring and the final evaluation can include but should not necessarily be limited to the following data collection methods:

- Desk review of relevant documents.
- Individual and/or group interviews with stakeholders.
- Surveys, questionnaires or focus group discussions. The observation reports and assessment questions will be designed with Amna.

The evaluation will be planned and conducted in close consultation with the Amna Monitoring & Evaluation Lead and Programme Director.

## 6. Deliverables

The main expected deliverables are:

- An evaluation proposal outlining the proposed approach and timeline, which will be agreed upon between the Amna team and the evaluator(s).
- Three findings reports: one every six months to the Amna team summarising the review of Amna partner progress against their programme plans and intended impacts. Draft of final report for Amna's review (delivered by the end of the two-year programme).
- A learning and validation workshop on evaluation findings and draft recommendations.
- Final written report, with a summary power point presentation (*maximum 10 slides*).

Guidance and quality assurance:

- The findings should be referenced.
- The research should abide by Amna's safeguarding protocols including participant confidentiality and privacy if they require that.
- All evaluation approaches should be inclusive (gender, age, disabilities, etc.).
- All presentations and reports are to be submitted in English, in electronic form, adhering to the deadlines set.

The evaluation expert is responsible for editing and quality control of language. Amna retains the sole rights with respect to all distribution, dissemination, and publication of the deliverables.

## 7. Evaluation Team Experience

- Jordan and/or Lebanon based, with the ability to travel around both countries to visit partners.
- Excellent spoken and written Arabic and English.
- Experience with conducting sensitive evaluations, including mental health, psychosocial support in a post-trauma or post-conflict settings.
- Proven experience of conducting MHPSS evaluations
- Experience conducting evaluations reviewing programmes with displaced communities in humanitarian contexts, good understanding of the Jordanian and Lebanese political, social and cultural contexts.
- Experience working with Non-Governmental Organisations and Community-Based Organisations.

## 8. Requirements

- Highly motivated and committed to the values of transparency and integrity.
- Availability to undertake the monitoring and evaluation responsibilities between approximately June 2024 and June 2026

## 9. Budget and Payment

The budget for this evaluation is **€85.000** which includes fees for the evaluators' time, travel expenses, data collection and analysis, and any other associated costs.

The payment for the external evaluation of the program will be structured based on invoices covering the deliverables as follows:

- **Detailed Evaluation Proposal:** Amna will make an initial payment of **20%** of the total agreed amount upon receipt of the proposal. This report should include detailed evaluation methodologies, timelines, and any necessary logistical arrangements.

- **Six-monthly reports:** Upon receipt and review of the second six-monthly report, Amna will make a payment of **20%** of the total agreed amount. This payment is contingent upon the satisfactory completion of the six-monthly reports' quality and adherence to the evaluation scope and objectives.
- **First Draft Report:** Upon receipt and review of the first draft report, Amna will make a payment of **20%** of the total agreed amount. This payment is contingent upon the satisfactory completion of the first draft report and adherence to the evaluation scope and objectives.
- **Final Report, Presentation, and Validation Workshop:** The remaining **40%** of the total agreed amount will be paid upon receipt of the final evaluation report, including any revisions requested by Amna. Additionally, this payment will cover the facilitation of a validation workshop and a PowerPoint presentation of the findings to key stakeholders.

Amna reserves the right to withhold payment if the deliverables do not meet the agreed-upon standards or if there are any deviations from the Terms of Reference.

Payments will be issued upon the submission of invoices that provide a transparent breakdown of all completed tasks during the specified timeframe. Additionally, the invoices should include a detailed breakdown of the time allocated by each team member (if applicable).

## 10. Submission of Proposals

### Proposal Content

Your proposal should include the following components:

- Cover Letter: A brief cover letter expressing your interest in the evaluation and confirming your understanding of the Terms of Reference (TOR) (*maximum 1 A4 page*).
- Technical Proposal: (*maximum 5 A4 pages*) This section should include:
  - An introduction and overview of your organisation's or your/your teams' qualifications and experience.
  - A detailed methodology and approach for conducting the evaluation.
  - A proposed work plan, including key activities (including expected days of observational visits), milestones, and timelines.
  - Any additional information you believe is relevant to the evaluation.
- Financial Proposal: This section should include: (*Excel spreadsheet*)
  - A detailed budget breakdown, including all anticipated costs associated with the evaluation.
  - A clear explanation of your fee structure and any related expenses.

### Submission

Please ensure that your proposal is submitted no later than May 31<sup>st</sup>, 2024 to [hejer@amna.org](mailto:hejer@amna.org).

### Clarifications

If you have any questions or require clarifications regarding the TOR or the evaluation process, please submit them via email to Hejer Dhahbi, Amna's M&E Lead, at [hejer@amna.org](mailto:hejer@amna.org).

Responses to questions and clarifications will be provided to all interested parties in a timely manner.